

OCTOBER 7, 2009

TO: ALL OFFERORS

FROM: CARMEN HERRERA  
IT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL - CONTRACT NO. DTI-2010-110  
INMATE & PUBLIC COIN TELEPHONE SERVICES

**ADDENDUM #4**

This addendum is to advise all offerors of the following:

1. Contact with the Department of Corrections is limited to site visit requests. All other references to contacts in Addendum #3 are for informational purposes only.
2. Any further questions submitted to the Department of Technology and Information or the Department of Corrections will not be answered in accordance with the RFP Section 2.2.11 Schedule of Events.
3. Questions and answers are attached.
4. All other terms and conditions remain the same.
5. If you have any questions, please contact me at [Carmen.Herrera@state.de.us](mailto:Carmen.Herrera@state.de.us).

**Questions and Answers for Request For Proposal  
Inmate & Public Coin Telephone Services  
Contract No. DTI-2010-110**

1. Using the attached excel document, can you please provide and confirm that the JMS for all locations is in fact the Delaware Automated Correction System (DACS) and also provide what Commissary Company is being utilized at each site since the State uses various Commissary providers per the Addendum Number (3) three from the State. This will allow us to provide a more comprehensive Debit solution to the State and identify possible costs. [DACS is the JMS used for all locations at every facility run by DOC. DACS is not in use at the DSCYF facilities \(the last 3 on your list, 3.2.1 table.\) See 3.2.12 Debit Call Requirements. DOC chooses not to disclose its current commissary vendors as a part of this bid.](#)
2. It is our understanding that Debit is only being offered at Howard R. Young (HRYCI) today. Can you explain how the trial site works today? Is it via Pre-Paid Cards or are inmates purchasing phone time off an account through either their Trust Fund Account or Commissary? [The current trial uses purchasing phone time via the Commissary.](#)
3. It is our understanding that debit cards are provided on a trial basis at HRYCI today. Does the State wish to continue with a Card program or does the State desire an interface for debit calling to eliminate the use of Cards? Will the ordering and transfer process be centralized so that the Inmate Phone Provider will only be required to interface with DACS (JMS) or is the intent and requirement to develop processes and interface with each Commissary provider at each location? If the intent is at the Commissary level we respectfully request both the Commissary provider at each location and contact person for each respective Commissary provider so we may adequately identify determine our costs and meet the requirements of the State. [See 3.2.12 Debit Call Requirements. DOC chooses not to disclose its current commissary vendors as a part of this bid.](#)
4. Can the State owned Jail Management System (DACS) interface in web services and will those controlling this system be amenable to adapting this system to push PINS automatically to GTL? If the State cannot allow interface via web services, does the State have a preference on how to accomplish an interface? [At present, no interface exists to the current phone vendor.](#)